

Winnebago County Community Mental Health Board

Environmental Scan Results

The Winnebago County Community Mental Health Board (WCCMHB) issued a survey to service providers of mental health services (including substance abuse) assessing the array of services within the Community Support System (CSS) framework. The CSS is rooted in the Community Support Program research that dates back to 1977. The CSS framework provides a framework for municipalities to use in comprehensive, community-based mental health systems planning. The components of CSS represent the array of services and opportunities that an adequate service system should include, all to be provided in the community. The results of this survey are summarized for each service delivery area below.

Identification & Outreach

Client Identification: locating potential clients, regardless of where they reside, and informing them of available services.

- **Capacity**
 - 19 agencies reported providing this service
 - An estimated 850 clients are served daily
 - 100% report service area covers all of Winnebago County
- **Accessibility**
 - Hours of service varied up to 24 hours per day, 7 days per week
 - 75% provide service both mobile and in-office; 25% provide in-office only
 - 5.6% client must provide own interpreter; 55.6% agency provides interpretation; 16.7% no interpretation; 22.2% depends on the language
 - 83.3% serve people with physical disabilities; 16.7% depends on disability
- **Target Populations**
 - 5% serve children only; 30% adults only; 65% both
 - 32% treat mental illness only; 68% both mental illness and substance abuse
- **Payment Options**
 - 53.% accept Medicaid; 33.3% Medicare; 53.3% private insurance
 - 33.3% reported that managed care providers have limits; 100% provide service to uninsured; 46.7% provide low-cost or sliding scale; 60% work with non-payers to keep in service

Outreach: making linkages with other agencies for the purpose of informing potential clients about available services, such as boarding homes, emergency rooms, inpatient facilities, police departments, family groups, or consumer organizations.

- **Capacity**
 - 35 agencies reported providing this service
 - An estimated 1015 clients are served daily
 - 94% report service area covers all of Winnebago County
- **Accessibility**
 - Hours of service varied up to 24 hours per day, 7 days per week

- 48% provide services in-office only; 35% mobile only; 61% both
- 8.6% client must provide own interpreter; 48.6% agency provide interpreter; 25.7% no interpretation; 17.1% depends on the language
- 91% serve people with physical disabilities; 9% depends on disability
- **Target Populations**
 - 23% serve adults only; 77% both children and adults
 - 36% treat mental illness only; 3% substance abuse only; 62% both mental illness and substance abuse
- **Payment Options**
 - 37.9% accept Medicaid; 27.6% Medicare; 51.7% private insurance
 - 27.6% reported that managed care has providers have payer limits; 82.8% provide service to uninsured; 37.9% provide low-cost or sliding scale options; 48.3% work with non-payers

Transportation Assistance: assisting or providing clients with transportation to enhance their access to needed services and community resources, such as special arrangements with public transportation systems or through use of vans, buses, taxis, private automobiles, or volunteers.

- **Capacity**
 - 36 agencies reported providing this service
 - 93% report service area covers all of Winnebago County
- **Accessibility**
 - Hours of service varied up to 24 hours per day, 7 days per week
 - 7% provide services in-office only; 13% mobile only; 80% both in-office and mobile
 - 7% client must provide own interpreter; 73% agency provides interpreter; 7% no interpretation; 13% depends on the language
 - 87% serve people with physical disabilities; 13% depends on disability
- **Target Populations**
 - 7% serve children only; 27% adults; 67% both children and adults
 - 40% treat mental illness only; 60% both mental illness and substance abuse
- **Payment Options**
 - 42.9% accept Medicaid; 42.9% accept Medicare; 42.9% accept private insurance; 21.4% have provider limits
 - 92.9% provide service to uninsured; 28.6% provide low-cost or sliding scale options to uninsured; 71.4% work with non-payers to keep in service

Mental Health Treatment

Diagnostic Evaluation: ongoing assessment and monitoring to make an accurate diagnosis of psychiatric, co-occurring, and comorbid problems.

- **Capacity**
 - 30 agencies reported providing this service
 - An estimated 1200 clients are served daily
 - 96% report service area covers all of Winnebago County

- **Accessibility**
 - Hours of service varied up to 24 hours per day, 7 days per week
 - 68% provide service in-office only; 32% provide service both mobile and in-office
 - 26% client must provide own interpreter; 26% agency provides an interpreter; 33% no interpretation; 15% depends on the language
 - 78% serve clients with physical disabilities; 22% depends on the disability
- **Availability**
 - 25% reported having a waiting list for this service
 - 50% offer same day assessments
 - 82% complete assessments in the first visit
 - Time to start treatment after an assessment ranges from same day up to 2 weeks
- **Target Populations**
 - 32% serve adults; 68% both adults and children
 - 57% treat mental illness; 43% both mental illness and addictions
- **Payment Sources**
 - 48.1% accept Medicaid; 40.7% Medicare; 77.8% private insurance
 - 33.3% managed care has limits; 66.7% serve uninsured; 59.3% provide low-cost or sliding scale; 55.6% work with non-payers to keep in service
- **Practices**
 - 88% include creation of an individualized treatment
 - 100% report that assessment process includes making referrals

Supportive Counseling: individual or group counseling directed at helping clients to cope with a variety of life problems and stresses.

- **Capacity**
 - 28 agencies reported providing this service
 - An estimated 1200 clients served daily
 - 93% report service area covers all of Winnebago County
- **Accessibility**
 - Hours of service varied up to 24 hours per day, 7 days per week
 - 63% provide this service in-office; 37% both mobile and in-office
 - 17% client must provide own interpreter; 31% agency provides interpreter; 35% no interpretation; 17% depends on language
 - 79% serve clients with physical disabilities; 21% depends on disability
- **Availability**
 - 24% have wait list
 - Average time between appointments varies but is most often weekly
- **Target Populations**
 - 27% serve adults; 7% children; 67% both children and adults
 - 59% treat mental illness; 41% both substance abuse and mental illness
- **Payment Sources**
 - 46.4% accept Medicaid; 39.3% Medicare; 67.9% private insurance

- 28.6% payer limits; 71.4% provide service to uninsured; 53.6% provide low-cost or sliding scale options; 60.7% work with non-payers
- **Practices**
 - 93% offer cognitive behavior therapy
 - 17% are trauma-informed; 76% are both trauma-informed and offer trauma-specific therapy; 7% neither
 - 97% report counseling is informed by individualized treatment plan

Medication Management: prescribing medications, ensuring that medications are available, monitoring medications to ensure therapeutic effectiveness and minimal adverse side effects, and educating the client and family regarding the nature of medications

- **Capacity**
 - 11 agencies reported providing this service
 - An estimated 1200 clients served daily
 - 91% report service area includes all of Winnebago County
- **Accessibility**
 - Hours of service varied up to 24 hours per day, 7 days per week
 - 60% provide services in office only; 40% both mobile and in-office
 - 9% client must provide their own interpreter; 46% agency provides interpreter; 27% no interpretation; 18% depends on the language
 - 91% serve clients with physical disabilities; 9% depends on disability
- **Availability:** 27% first come, first served; 46% by appointment; 27% other¹
- **Target Populations**
 - 40% serve adults only; 10% children; 50% both
 - 46% treat mental illness; 55% both mental illness and substance abuse
- **Payment Options**
 - 73% accept Medicaid; 63% Medicare; 73% private insurance; 36% payer limits
 - 82% provide service to uninsured; 28% low-cost or slide scale options; 64% work with non-payers
- **Practices**
 - 100% informed by individualized treatment plan
 - 100% referrals are made as needed

Substance Abuse Services: detoxification and other interventions to address alcohol and drug abuse problems.

- **Capacity**
 - 8 agencies reported providing this service
 - An estimated 800 clients served daily
 - 100% reported service area includes all of Winnebago County
- **Accessibility**
 - Hours of service range from 8AM – 9PM

¹ respond when called or set-up appointment; various options depending on program of service; walk-in, same-day/next-day, and scheduled in-person and telehealth

- 75% provide services in-office only; 25% both mobile and in-office
- 13% of clients must provide own interpreter; 38% agency provides interpreter; 25% no interpretation; 24% depends on the language
- 87.5% serve clients with physical disabilities; 12.5% depends on disability
- **Availability**
 - 50% same day to first appointment; 50% other²
 - 37.5% have a waiting list; 62.5% do not
 - 24 detox beds available
 - 190 residential beds available
- **Target Populations**
 - 63% serve adults only; 33% both children and adults
 - 12.5% treat addictions only; 87.5% both mental illness and addictions
- **Payment Options**
 - 28.6% accept Medicaid; 57.1% Medicare; 71.4% private insurance; 28.6% payer limits
 - 57.1% provide service to uninsured; 28.6% low-cost of sliding scale; 32.9% work with non-payer
- **Practices**
 - 100% informed by individualized treatment plan
 - 12.5% offer detox
 - 25% offer residential services; 25% recovery home; 25% faith-based
 - 37.5% medication-assisted therapy; 36.5% provide DUI assessments; 37.5% provide DUI counseling
 - 50% offer outpatient services
 - 62.5% use 12-step model; 50% use different evidence-based model
 - 62.5% do drug testing
 - 75 % work with criminal-justice involved
 - 87.5% address co-occurring disorders
 - Medication-assisted therapies
 - Suboxone
 - Vivitol
 - Methadone

Health and Dental Care

Health and Dental Care: creative arrangements and procedures to ensure persons with mental illness have access to adequate medical and dental care, including assistance obtaining medical assistance benefits like Medicaid or Medicare, establishing linkages and agreements with medical organizations, taking clients to medical and dental appointments, or providing such services at your agency.

- **Capacity**
 - 13 agencies reported providing this service
 - Approximately 1300 clients served daily
 - 85% serve all Winnebago County

² 2 days, 24-48 hours, up to 1 week

- **Accessibility**
 - Hours vary up to 24/7
 - 46% provide services in-office only; 8% mobile; 46% both
 - 23% of clients must provide own interpreter; 54% we provide interpreter; 23% depends on the language
 - 92% serve clients with physical disabilities; 8% do not serve disabled
- **Target Populations**
 - 42% serve adults only; 58% both adults and children
 - 36% treat mental illness only; 0% addictions alone; 64% both
- **Payment Options**
 - 63.6% accept Medicaid; 45.5% accept Medicare; 45.5% accept private insurance;
 - 36.4% payer limits; 81.8% provide service to uninsured; 27.3% low-cost or sliding scale; 63.6% work with non-payers to keep in service
- **Practices**
 - 31% partner with medical offices; 54% medical and dental; 15% neither

Crisis Response Services

Crisis Telephone Services: 24-hour crisis telephone hotlines.

- **Capacity**
 - 12 agencies provide this service
 - Approximately 145 served + 40 for domestic violence
 - 100% includes all of Winnebago County
- **Accessibility**
 - All 12 are 24/7
 - 25% in office only; 17% mobile only; 58% both
 - 16.7% client provide own interpreter; 33.3% agency provides interpreter; 33.3% no interpretation; 16.7% depends on the language
 - 75% serve clients with disabilities; 25% depends on the disability
- **Target Populations**
 - 17% adults only; 8% children only; 75% both
 - 42% mental illness only; 8% addictions only; 50% both
- **Payment Options**
 - 33.3% accept Medicaid; 33.3% Medicare; 50% accept private insurance; 16.7% payer limits;
 - 66.7% provide to uninsured; 25% provide low-cost or sliding scale; 66.7% work with non-payers
- **Practices**
 - 92% connect with suicide prevention resources; 8% do not
 - 100% make referrals for needed services

Walk-In Crisis Services: walk-in crisis intervention services at mental health agencies.

- **Capacity**
 - 13 agencies provide this service
 - Approximately 300 served daily
 - 92% includes all of Winnebago County
- **Accessibility**
 - Hours of service vary up to 24/7
 - 8% client provide own interpreter; 62% agency provides an interpreter; 15% no interpretation; 15% depends on the language
 - 69% serve disabilities; 8% no; 23% depends on the disability
- **Target Populations**
 - 8% for children only; 31% adults only; 62% adults
 - 46% mental illness only; 8% addictions only; 46% both
- **Payment Options**
 - 50% accept Medicaid; 40% accept Medicare; 60% accept private insurance; 40% payer limits;
 - 90% uninsured; 50% low-cost or sliding scale; 80% work with non-payers
- **Practices**
 - 92% make referrals

Crisis Outreach Services: going to the client and providing services in the setting in which the crisis is occurring.

- **Capacity**
 - 10 agencies reported providing this service
 - Approximately 165 served daily
 - 80% include all of Winnebago County
- **Accessibility**
 - Most provide it 24/7
 - 10% client must provide own interpreter; 60% agency provides interpreter; 10% no interpretation; 20% depends on the language
 - 80% severe disabilities; 20% depends on the disability
 - Locations: 50% schools; 60% county jail; 10% primary care clinics; 40% hospitals; 90% homes; 40% place of employment; 30% other³
- **Target Populations**
 - 10% children only; 20% adults only; 70% both
 - 40% mental illness only; 60% mental illness and addictions
- **Payment Options**
 - 44.4% accept Medicaid; 11.1% accept Medicare; 33.3% accept private insurance;
 - 22.2% payer limits; 77.8% provide to uninsured; 22.2% have low-cost or sliding scale; 88.9% work with non-payers
- **Practices**

³ juvenile assessment center; office; police station

- 100% make referrals as needed
- 50% work with law enforcement in jail diversion programs
- 90% believe there is not adequate training for law enforcement to work with mentally ill and/or addicted

Crisis Residential Services: providing crisis intervention in the context of a residential, non-hospital setting on a short-term basis.

- Capacity
 - 4 agencies reported providing this service
 - Approximately 157 served daily
 - 100% service area includes all of Winnebago County
- Accessibility
 - Hours 24/7 for all
 - 50% client must provide their own interpreter; 25% agency provides an interpreter; 25% depends on the language
 - 50% serve physical disabilities; 50% depends on the disability
- Target Populations
 - 25% just children; 75% children and adults
 - 50% MI; 50% both MI and SA
- Payment Options⁴
 - 66.7% accept Medicaid; 33.3% Medicare; 66.7% private insurance
 - 33.3% payer limits; 66.7% uninsured; 33.3% low-cost or sliding scale options; 100% work with non-payer

Housing

Supportive Housing: array of residential alternatives that provide varying levels of support and supervision.

- Capacity
 - 4 agencies provide this service
 - Approximately 195 served daily
 - 100% includes all of Winnebago County
- Accessibility
 - Hours varied up to 24 hours per day, 7 days per week
 - 50% agency provides an interpreter; 50% depends on the language
 - 50% serve physical disabilities; 50% depends on disability
- Target Populations
 - 75% adults only; 25% both children and adults
 - 75% mental illness only; 25% both mental illness and substance abuse
- Payment Options
 - 75% Medicaid; 25% Medicare

⁴ Only three responses to this question

- 50% have payer limits; 75% serve uninsured; 25% offer low-cost or sliding scale; 75% work with non-payers
- Practices
 - 100% make referrals for needed services

Residential Assistance for Homeless: a range of additional living situations with varying degrees of supervision and support, including emergency shelters, drop-in centers, and transitional housing.

- Capacity
 - 6 agencies provide this service
 - Approximately 225 served daily + 40 for domestic violence
 - 85.7% includes all of Winnebago County
- Accessibility
 - Hours vary up to 24/7
 - 57% in office; 15% mobile; 29% both
 - 57% provide interpretation; 14% must provide own interpreter; 29% depends on the language
 - 71% serve physical disabilities; 29% depends on the disability
- Target Populations
 - 29% adults only; 71% adults and children
 - 43% mental illness; 57% mental illness and substance abuse
- Payment Options
 - 16.7% accept Medicaid; 16.7 % private insurance
 - 16.7% payer limits; 66.7% serve uninsured; 33.3% provide low-cost or sliding scale options; 100% work with non-payers to keep in service
- Practices
 - 100% make referrals

Income Support

Income Support and Entitlements: assistance to help clients obtain income supports and other entitlements they may need in order to live in the community.

- Capacity
 - 13 agencies provide this service
 - Approximately 420 served daily
 - 100% includes all of Winnebago County
- Accessibility
 - Hours vary up to 24/7
 - 38.5% in office; 61.5% mobile and in-office
 - 8% client must provide own interpreter; 77% agency provides the interpreter; 15% depends on the language
 - 92% serve physically disabled; 8% depends on disability
- Target Populations
 - 38.5% adults only; 61.5% both children and adults

- 42% mental illness; 58% mental illness and substance abuse
- Payment Options
 - 45.5% accept Medicaid; 27.3% Medicare; 27.3% private insurance
 - 27.3% payer have limits; 90.9% uninsured; 18.2% low-cost or sliding scale; 63.6% work with non-payers
- Practices
 - 100% refer people for needed services

Peer Support

Self-Help: consumers coming together to share their common experiences, pain, problems, and solutions.

- Capacity
 - 14 agencies provide this service
 - Approx. 300 served daily
 - 87% include all of Winnebago County
- Accessibility
 - Hours vary up to 24/7
 - 69% in office; 13% mobile; 19% both
 - 12.5% client must provide own interpreter; 37.5% agency provides interpreter; 25% no interpretation; 25% depends on the language
 - 81.3% serve people with physical disabilities; 18.8% depends on the disability
- Target Populations
 - 44% adults only; 56% adults and children
 - 47% mental illness only; 7% substance abuse only; 47% both
- Payment Options
 - 15.4% Medicaid; 30.8% Medicare; 46.2% private insurance;
 - 23.1% payer limits; 76.9% uninsured; 30.8% low-cost or sliding scale options; 61.5% work with non-payers
- Practices
 - 93% refer people for needed services

Consumer Operated Services: programs that are planned, administered, delivered, and evaluated by consumers.

- Capacity
 - 9 agencies provide this service
 - Approx. 130 served daily
 - 100% includes all of Winnebago County
- Accessibility
 - Hours vary from 8 am to 7 pm
 - 56% in-office; 11% mobile; 33% both
 - 11.1% must provide own interpreter; 33.3% we provide an interpreter; 22.2% no interpretation; 33.3% depends on the language

- 77.8% serve physical disabilities; 22.2% depends on the disability
- Target Populations
 - 78% adults only; 22% both adults and children
 - 71% mental illness only; 29% mental illness and substance abuse
- Payment Options
 - 37.5% Medicaid; 12.5% Medicare; 37.5% private insurance;
 - 37.5% payer limits; 75% uninsured; 50% low-cost or sliding scale; 75% work with non-payers
- Practices
 - 100% refer for needed services

Family & Community Support

Support and Assistance to Families: families being involved in treatment planning and service delivery, being educated about the nature of mental illness, being offered consultation and supportive counseling, or respite care

- Capacity
 - 19 agencies provide this service
 - Approx. 820 served daily
 - 100% service area includes all of Winnebago County
- Availability
 - Varies from 8am to 11 pm
 - 63% in office; 37% in-office & mobile
 - 21% client must provide own interpreter; 42% agency provides interpreter; 21% no interpretation; 16% depends on the language
 - 74% serve people with physical disabilities; 26% depends on the disability
- Target Populations
 - 32% adults; 68% both children and adults
 - 58% mental illness; 42% both mental illness and substance abuse
- Payment Options
 - 44.4% Medicaid; 33.3% Medicare; 55.6% private insurance
 - 33.3% payer limits; 77.8% uninsured; 38.9% low-cost or sliding scale options; 61.1% work with non-payers
- Practices
 - 100% make referrals for other needed services

Support and Education for the Community: educating key individuals and agencies in the community who come in frequent contact with mentally ill individuals as well as educating the general public about mental illness to reduce stigma and promote community acceptance.

- Capacity
 - 20 agencies provide this service
 - Approximately 550 served daily
 - 100% serves all of Winnebago County

- Accessibility
 - Hours vary from 8 am to 7 pm
 - 6% in-office; 22% mobile; 72% both
 - 27.8% client must provide own interpreter; 38.9% agency provides interpreter; 22.2% no interpretation offered; 11.1% depends on the language
 - 70.6% serve physical disabilities
- Target Populations
 - 35% adults only; 65% children and adults
 - 55.6% mental illness; 44.4% mental illness and substance abuse
- Payment Options
 - 35.7% Medicaid; 21.4% Medicare; 35.7% private insurance
 - 21.4% payer limits; 78.6% uninsured; 35% provide low-cost or sliding scale options; 64.3% work with non-payer to keep in service
- Practices
 - 88.9% make referrals for needed services
 - Provide education to:
 - 73.7% schools; 73.7% jails; 57.9% primary care clinics; 63.2% hospitals; 42.1% homes; 52.6% places of employment; 63.2% law enforcement; 68.4% first responders; 52.6% families of people who have mental illness; 52.6% other⁵

Rehabilitative Services

Social Rehabilitation & Recovery: helping the client gain or regain practical skills needed to live and socialize in the community.

- Capacity
 - 11 agencies provide this service
 - Approximately 500 served daily
 - 100% serve all of Winnebago County
- Accessibility
 - Hours range from 8 am to 11 pm
 - 63.6% in-office; 9.1% mobile; 27.3% both
 - 27.3% client must provide own interpretation; 46% agency provides an interpreter; 18% no interpretation; 9% depends on the language
 - 72.7% serve people with physical disabilities; 9.1% do not; 18.2% depends on the disability
- Target Populations
 - Adults only 36.4%; both adults and children 63.6%
 - 45.5% mental illness; 54.5% both mental illness and substance abuse
- Payment Options
 - 30% Medicaid; 20% Medicare; 50% accept private insurance;

⁵ community, community centers, health fairs & LGBTQIA Pride Events, other entities by request, POS agencies, parishes, local service agencies, other community agencies, social service agencies, other mental health and SA agencies, employee assistance programs, most organizations by request

- 20% payer limits; 80% uninsured; 30% provide low-cost or sliding scale; 60% work with non-payers
- Practices
 - 100% make referrals for other needed services
 - Skills taught: 9.1% shopping; 9.1% nutritional education; 9.1% hygiene; 45.5% other⁶
 - 45.5% provide Wellness Recovery Action Plan (WRAP)

Vocational Education: helping clients to become productive, contributing members of society by achieving the best possible vocational outcomes.

- Capacity
 - 12 agencies provide this service
 - Approx. 200 served daily
 - 100% covers all of Winnebago County
- Accessibility
 - Varies from 8 to 11 pm
 - 45.% in-office; 54.5% office and mobile
 - 18.2% client must provide an interpreter; 54.5% agency provides an interpreter; 9.1% none; 18.2% depends on the language
 - 72.7% serve physically disabled
- Target Populations
 - 72.7% adults; 27.3% both children and adults
 - 33.3% mental illness; 66.7% mental illness and substance abuse
- Payment Options
 - 20% Medicaid; 10% Medicare
 - 20% payer limits; 70% uninsured; 20% low-cost or sliding scale; 60% non-payers
- Practices
 - 90% make referrals for other services as needed
 - 18.2% run businesses that offer vocational training
 - 81.8% have relationships with businesses that offer training
 - 100% assistance preparing for employment; 72.7% assistance obtaining employment; 63.6% assistance maintaining employment; 72.7% job skills training; 27.3% other⁷

Protection & Advocacy

Protection and Advocacy: mechanisms (regulations, statements of rights, grievance procedures, case review committees, etc.) to ensure the protection of client rights in both residential and nonresidential settings.

- Capacity
 - 20 agencies provide this service

⁶ Interpersonal skills; all independent living skills; coping skills; money management; ADL's, life skills; interpersonal communication [not from provider indicates multiple check-boxes were not allowed]

⁷ Job coaching on site, pre vocational employment, fund job training, supported employment

- 94.4% includes all of Winnebago County
- Accessibility
 - Hours vary up to 24/7
 - 61.1% in-office; 38.95 both in-office and mobile
 - 22.2% client must provide an interpreter; 44.4% agency provides an interpreter; 11.1% no interpretation; 22.2% depends on the language
 - 77.8% serve people with disabilities
- Target Populations
 - 5.6% children; 33.3% adults; 61.1% both
 - 43.8% mental illness; 56.3% mental illness and substance abuse
- Payment Options
 - 42.9% Medicaid; 42.9% Medicare; 64.3% private insurance
 - 35.7% payer limits; 85.7% provide to uninsured; 35.7% low-cost or sliding scale options; 64.3% work with non-payers
- Practices
 - 100% make referrals to other services when needed

Case Management

Case Management: providing a single person or team to assume responsibility for maintaining a long-term, caring, supportive relationship with the client on a continuing basis.

- Capacity
 - 19 agencies provide this service
 - Approx. 1200 served daily
 - 100% covers all Winnebago County
- Accessibility
 - Hours vary up to 24/7
 - 44.4% in-office; 55.6% in-office & mobile
 - 16.7% client must provide own interpreter; 50% agency provides interpreter; 5.6% no interpretation; 27.8% depends on the language
 - 88.9% serve physically disabled
- Target Populations
 - 38.9% adults; 61.1% adults & children
 - 47.1% mental illness; 5.9% substance abuse; 47.1% both
- Payment Options
 - 35.3% Medicaid; 29.4% Medicare; 35.3% private insurance; 11.8% payer limits; 82.4% uninsured; 11.8% low-cost or sliding scale; 58.8% work with non-payers
- Practices
 - 94.1% make referrals for other needed services
 - 16.7% provide Assertive Community Treatment (ACT)
 - 83.3% case management is informed by an individualized treatment plan
 - Length of service – most say no limits or program dependent